

Defense Contract Management Command
PLAS Program Management Center

PLAS - O - GRAM <97-08>

PLASvolk,

As PMC Administrator, I want to eliminate/reduce all PLAS reporting irritants (short of eliminating PLAS). PLAS being 'down' during normal duty hours is a major irritant. We at the PMC work hard to identify and correct systemic problems that prevent PLAS reporting as soon as practical after we are notified. Occasionally we are not notified of PLAS outages until several weeks after they began.

The causes of PLAS outages are many and varied: server problems, LAN problems, installation of new PLAS version, installation of new ALERTS version (PLAS and ALERTS reside on same server), interruptions during District-CAO snapshots, connectivity problems, etc.

Changes, which occasionally spawn these outages, will become more frequent in the last months of FY 97. All of DCMC will participate in a Unit Cost test that will result in PLAS screen changes requiring a new version of PLAS. The FY 98 DCMC Business Intent Plan kicks off 1 October necessitating new PLAS Performance Plan program codes. DCMC's mandate of a common code structure for PLAS/Metrics/Performance Plan will result in Process code changes.

To assist the PMC in identifying common problems, I am requesting PLAS outages be reported to the PMC in addition to the sources you normally use to seek relief - i.e. District help desk, LAN administrators, etc.

CAO PLAS administrators:

- Notify PMC & District, via PLAS helpline or email, of all instances of PLAS downtime that required resources outside of your CAO to remedy. So we don't need to know if your CAO LAN person once forgot to flip a switch. But we do need to know if your local program codes disappear on payday Mondays in months which start with 'M' and you have to contact the District PLAS administrator to get help.
- Please include:
 - short synopsis of the problem (what isn't PLAS doing that it's supposed to do). Please fax or email copies of all error messages.
 - duration of outage (i.e. started 0800 17 July, still down)
 - extent of problem (all CAO, one office, one team, etc)
 - concise explanation of solution (if known)
 - Name & phone number so we can follow-up

District PLAS Administrators:

- Immediately forward any ongoing PLAS outage reports to the PMC
- Please establish liaison with District Help desk so that you will be notified of all PLAS related problems that are reported
- Please share your observations concerning the patterns, trends, and common causes of your District PLAS outages with the PLAS PMC.

Thanks to all of you in advance. This information is not destined for pretty management review charts. Rather it will help us identify and resolve common problems more quickly thus reducing PLAS downtime

Respectfully,
Don Peterson